

ABSTRACT

The grievance redressal system of Tezpur University is currently such that the people need to manually approach the higher authorities when they face problems. Our project is aimed at developing a software service where employees or students can raise their complaints and it is automatically forwarded to the concerned authority, or subsequently escalated in a hierarchical manner.

Our Vision during developing this system was

- To create a user-friendly online interface for Students and Employees to communicate with Higher Authorities and, reduce the distance and time barrier.
- To create an online platform where Students and Employees can issue complaints for improvement of administration as well as for themselves.
- To encourage the Students and Employees to actively participate in administration to bring transparency and flexibility in system.

The proposed system “Online Grievance Redressal System” is designed and developed to enhance the system of lodging complaints and solving them in the University. People can register their complaint, check the status, and keep themselves informed in real-time. It also helps people overcome the waiting time and the limited hour service. The design of the software is done in such a manner, so that it is very user friendly.